

ORIGINAL



NEW APPLICATION



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January 12, 2012

Docket Control  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007

**T-20680A-12-0013**

**RE: Frontier Communications of the Southwest, Inc. T-20680A – New Bundled Services and Versaline Centrex Service**

Dear Corporation Commissioners and Staff:

Enclosed please find the original and thirteen copies of the tariff filing for Frontier Communications of the Southwest, Inc., (Frontier).

The purpose of this filing is to introduce the following new Business and Residential Bundled services:

Frontier Business Local Unlimited II  
Frontier Business Nationwide Unlimited II  
Frontier Digital Phone Essentials 3  
Frontier Digital Phone Nationwide Unlimited with Essentials 3  
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3

This filing also introduces Versaline Centrex Service available to multi-line Business customers.

It is respectfully requested that this filing become effective on March 1, 2012.

An additional copy of this filing is also enclosed. Please stamp this copy received and return it in the enclosed stamped, self-addressed envelope.

Please return approved stamped tariff sheets to:

Frontier Communications  
Linda Saldaña  
P.O. Box 340  
Elk Grove, CA 95759

Please direct any questions or notifications of action taken on this tariff filing to Charlie Born at (916) 686-3570, or P.O. Box 340, Elk Grove, CA 95759.

Sincerely,

Charles E. Born  
Manager, Government & External Affairs

CEB: lms  
Enclosures

Arizona Corporation Commission  
**DOCKETED**

JAN 12 2012

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ARIZONA

## SCHEDULE NO. AA

## PRELIMINARY STATEMENT

## LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	<b>3<sup>rd</sup> Revised</b>
2	1 <sup>st</sup> Revised
3	Original
4	<b>2<sup>nd</sup> Revised</b>

(continued)

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Vice President  
Government and Regulatory AffairsEffective: March 1, 2012

## ARIZONA

## SCHEDULE NO. AA

## PRELIMINARY STATEMENT (continued)

## NUMERICAL LIST OF SCHEDULES

<u>Schedule Number</u>	<u>Title</u>	
AA	Preliminary Statement	
AB	Exchange Area Maps	
AC	Definitions and Rules	
A-1	Network Access Line Service	
A-2	Outside Plant Facilities	
A-3	Service Connection Charges	
A-4	Directory Listings	
A-5	Inside Wire Maintenance Service	
A-6	Directory Listing	
A-7	Employees' Service	
A-8	Joint User Service	
A-9	Miscellaneous Billing Service	
A-10	Digital Centrex Service / Versaline Centrex Service	(N)
A-11	Switched Data Service	
A-12	Customer Owned Pay Telephone (COPT) Service	
A-13	Promotions	
A-14	Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundled Service	
A-15	Packaged Services	(N)
B-1	Message Toll Telephone Service	
B-2	Wide Area Telephone Service	
B-3	AZ Universal Service Fund	
G-1	Private Line Services	
I-1	Individual Case Basis (ICB) Service Offerings	
L-1	911 Emergency Reporting Service	

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SCHEDULE NO. A-15  
PACKAGED SERVICES

## LIST OF EFFECTIVE SHEETS

Sheets 1 through 9 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original

(continued)

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SCHEDULE NO. A-15  
PACKAGED SERVICES (continued)

A1 Frontier Digital Phone Essentials 3

(N)

B1 General

The Frontier Digital Phone Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Package

Flat Rate Access Line  
Call Waiting/Cancel Call Waiting  
Call Waiting ID  
Caller ID Plus Name

Three-Way Calling  
Extended Area Calling  
Touchtone

Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 3 package at a special price. The following features are available:

Busy Redial  
Special Call Acceptance  
Speed Calling 8  
VIP Alert  
Anonymous Call Block  
Call Trace  
Call Forwarding-Variable  
Call Forwarding Do Not Answer

Distinctive Ringing  
Blocked Call Rejection  
Automatic Call Return  
Caller ID  
Call Forwarding Fixed  
Call Waiting  
Speed Calling 30

B2 Regulations

- C1 The Frontier Digital Phone Essentials 3 is available where technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C3 When the customer disconnects any component of the package, the remaining components of the package will be billed at their individually tariffed rates.
- C4 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- C5 Customers may add or delete any features offered in the package without a service order charge.
- C6 No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

(continued)

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SCHEDULE NO. A-15  
PACKAGED SERVICES (continued)

A1 Frontier Digital Phone Essentials 3 (Cont'd)

(N)

B2 Regulations (Cont'd)

C7 Federal Subscriber Line Charge will be billed separately from the basic package offering. All other surcharges and taxes apply and will be billed in addition to the package.

C8 The package is offered on a month-to-month basis.

C9 The package will appear as a single line item on the bill.

C10 Frontier Digital Phone Essentials 3 is a residential service offering.

B3 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 3 while they are away, a minimum of one month and up to nine months for a reduced rate.

C1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

C2 A re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

C3 Customer's line will be available for 911 calls only at the time of suspension.

C4 The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

C5 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

C6 The cost of the service includes the SLC.

C7 This service does not change any other terms and conditions of the product.

B4 Rates

Monthly Rate

Frontier Digital Phone Essentials 3 Package \$21.99

Stay Connected Seasonal Offering 9.99

Unlimited Feature Pack 2.99

(N)

(continued)

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SCHEDULE NO. A-15  
PACKAGED SERVICES (continued)

## A2 Frontier Digital Phone Nationwide Unlimited with Essentials 3

(N)

- B1 The Frontier Digital Phone Nationwide Unlimited with Essentials 3 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)  
 Caller ID - Name and Number  
 Call Waiting/Cancel Call Waiting  
 Touchtone

Busy Redial  
 Speed Calling 8  
 Call Return

Digital Phone Enhanced Feature Pack

Features will be available to the Frontier Digital Phone Nationwide Unlimited with Essentials 3 package at a special price. The following features are available:

Speed Calling 30  
 Call Forwarding Busy/No Answer (Fixed)  
 Call Forwarding Busy Line (Fixed)  
 Three-Way Calling

Selective Blocking  
 Special Call Acceptance  
 Remote Call Forwarding

## B2 Regulations

- C1 The Frontier Digital Phone Nationwide Unlimited with Essentials 3 is available where technically feasible.
- C2 The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- C3 Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.
- C4 Customers may add or delete any features offered in the package without a service order charge.
- C5 No discounts will be given to subscribers that do not use all the features or have some features turned off.
- C6 Federal Subscriber Line Charge will be billed separately from the basic package offering. All other surcharges and taxes will apply.

(N)

(continued)

ARIZONA

SCHEDULE NO. A-15  
PACKAGED SERVICES (continued)

## A2 Frontier Digital Phone Nationwide Unlimited with Essentials 3 (Cont'd)

(N)

## B2 Regulations (Cont'd)

C7 The package is offered on a month to month.

C8 The package will appear as a single line item on the bill.

## B3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

C1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

C2 A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

C3 Customer's line will be available for 911 calls only at the time of suspension.

C4 The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

C5 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

C6 The cost of the service includes the Subscriber Line Charge.

C7 This service does not change any other terms and conditions of the product.

## B4 Rates

Monthly Rate

Frontier Digital Phone Nationwide Unlimited with Essentials 3

\$29.99

Digital Phone Enhanced Feature Pack

2.99

Stay Connected Seasonal Offering

9.99

(N)

(continued)

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SCHEDULE NO. A-15  
PACKAGED SERVICES (continued)

A3 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3

(N)

B1 General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 is a package offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)  
Caller ID - Name and Number  
Call Waiting/Cancel Call Waiting  
Touchtone

Speed Calling 8  
Call Return  
Busy Redial

Digital Phone Enhanced Feature Pack

Features will be available to the Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 package at a special price. The following features are available:

Speed Calling 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Three-Way Calling

Special Call Acceptance  
Selective Blocking  
Remote Call Forwarding

B2 Regulations

- C1 The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 is available where technically feasible.
- C2 The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- C3 Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.
- C4 Customers may add or delete any features offered in the package without a service order charge.
- C5 No discounts will be given to subscribers that do not use all the features or have some features turned off.
- C6 Federal Subscriber Line Charge will be billed separately from the basic package offering. All other surcharges and taxes will apply.
- C7 The package is offered on a month to month.
- C8 The package will appear as a single line item on the bill.

(N)

(continued)

ARIZONA

SCHEDULE NO. A-15  
PACKAGED SERVICES (continued)

- A3 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 (Cont'd) (N)
- B3 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 while they are away, a minimum of one month and up to nine months for a reduced rate.
- C1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- C2 A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- C3 Customer's line will be available for 911 calls only at the time of suspension.
- C4 The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- C5 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- C6 The cost of the service includes the Subscriber Line Charge.
- C7 This service does not change any other terms and conditions of the product.
- B4 Rates
- |  | <u>Monthly Rate</u> |
|--|---------------------|
| Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 | \$29.99             |
| Digital Phone Enhanced Feature Pack                                | 2.99                |
| Stay Connected Seasonal Offering                                   | 9.99                |
- (N)

(continued)

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Canceling Original A.C.C. Sheet No. A10-1

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE

## LIST OF EFFECTIVE SHEETS

Sheets 1 through 45 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	Original	35	Original
2	Original	36	Original
3	Original	37	Original
4	Original	38	Original
5	Original	39	Original
6	Original	40	Original
7	Original	41	Original
8	Original	42	Original
9	Original	43	Original
10	Original	44	Original
11	Original	45	Original
12	Original		
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34	Original		

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## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE

(N)

## B1 GENERAL

- C1 Versaline Centrex Service (Versaline) is a digital central office based switching system that provides premium, versatile, and advanced communication features and service to multi-line business customers. Versaline includes various features and the ability to establish groups of lines with common and/or unique characteristics.
- C2 Versaline Service is only offered from digital central offices and is subject to availability of required facilities, conditions and central office technology.
- C3 Frontier Communications (the Company) will determine what type of central office configuration is required to conform to facility standards of the Company, including transmission requirements. Additional charges for special arrangements to meet signaling and transmission requirements may apply.
- Feature availability is based on central office technology serving any given exchange.
- C4 Customer Premises Equipment (CPE) - CPE may be provided by the customer or by the Company. CPE provided by the customer must be compatible with Versaline features.
- C5 Directory listings for Versaline Service will be provided in accordance with regulations and rates as specified in this tariff.
- C6 Service charges as specified in this tariff apply to all customer requested moves and changes performed at the customer's premises.
- C7 Maintenance of Service Charges, as set forth in this tariff apply for visits by the Company to a customer's premises if a service difficulty results from customer provided facilities for equipment.
- C8 The Local Exchange Calling scope for Versaline stations will be the Business Premium Calling Plan as specified in this tariff.
- C9 Temporary suspension of service, vacation service, or seasonal service does not apply to Versaline Service.
- C10 Versaline stations of the same system but located in different exchanges will be subject to foreign exchange mileage as specified in this Tariff.
- C11 Versaline Service features are available to PBX and Key System customers. Versaline Service cannot be used as a surrogate for the Automatic Access Line or Business Line serving a PBX or Key System.
- C12 The rates contained herein are for central office facilities and local intercom loops only. The applicable interexchange mileage and termination charges will be charged for private line, foreign exchange lines, tie lines, and WATS.
- C13 Federal Subscriber Line charges will be billed to each Versaline Service Line as set forth in FCC tariff.

(N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued)

(N)

B2 VERSALINE CENTREX SERVICE ARRANGMENTS

C1 Subscription Components

D1 Versaline Station Line Service

Monthly Rate includes:

- Versaline loop
- Local exchange calling
- Versaline system and station features
- Versaline station-to-station calling

D2 System Size Bands:

- 2 lines and greater

D3 Contract Terms:

Contract Periods

- 12 Months
- 24 Months
- 36 Months

D4 Optional Add-On Features listed in this tariff apply. The contract period for the Optional Features is based upon the initial contract period for the Digital Versaline System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B2 VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

C2 Service Features

## D1 System and Station Features

System Features

- Automatic Identification of Outward Dialing (AIOD)
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Equal Access
- Intercept Announcements - Common
- Intercom Dialing (Station to Station 4 digit)
- Local Exchange Calling \*
- Off Premises Stations \*\*
- Touch Calling
- 911 Emergency Service
- Blind Transfer Recall
- Busy/No Answer Split
- Call Forward Busy, fixed, variable, No Answer Variable, and No Answer (30 Seconds)
- Caller ID Name and Number
- Call Hold – Code Dialed
- Call Park Directed or Multiple
- Call Pick Up – Directed, Directed Any Station, Directed Barge In or Directed Exempt
- Call Transfer
- Call Waiting – All Calls, Cancel, Dial, Inhibit or Originating
- Consultation Hold
- Data-Call Protection
- Direct Line – Hot Line, Manual Line, Or Warm Line
- Directed Call Pickup
- Distinctive Call Waiting Tones
- Distinctive Ringing
- Do Not Disturb
- Executive Busy Override
- Executive Busy Override – Exempt
- Group Intercom (dependent on customer Equipment)
- Hunting (Customer Specific) – Circular, Stop, Uniform Call Distribution (UDC) or Sequential

\* Refer to the Calling Plan as specified in the Local Exchange Calling scope.

\*\* Applicable only to Off Premises Stations within the exchange and served from the same Central Office.

(N)

(continued)

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## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B2 VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

C2 Service Features (Continued)

## D1 System and Station Features (Continued)

System Features (Continued)

- Last Number Redial
- Line Restriction – Fully, Semi, Toll, Code or Multi-level
- Make Busy
- Remote Activation – Variable or Of Call Waiting Call
- Ring Again
- Speed Call - Short List (8) Long List (30) or Group List
- Station-to-station Dialing (4 digit)
- Three Way Calling
- Touch Tone

## D2 Optional Add-On Features

- Authorization Codes (AC)
- Automatic Call Distribution (ACD)
- Automatic Route Selection (ARS)
- Conference Calling - Six Port
- Custom Intercept Announcements
- Customer Data Changes (CDC)
- Delay Announcements for Queued Calls
- FX Facilities Access
- Meet-Me-Conference (Up to 30 ports)
- Multiple Appearance Directory Numbers (MADNs) – Single Call or Multiple Call Arrangement
- Music On Hold
- OutWATS Access
- Paging Access – Loudspeaker Access, Code Access or Radio Access
- Private Line Facilities Access
- Queuing for Multiline Hunt Groups
- Special Service Facilities Access
- Station Message Detail Recording (SMDR)
- Tie Facility Access
- 800 Service Access

(N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued)

(N)

B2 VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

C2 Service Features (Continued)

D3 Attendant Feature Packages

- Access to Paging
- Autodial
- Automatic Recall
- Busy Verification
- Call Hold
- Call Park
- Call Selection
- Camp-On
- Conference
- Console Activation of Call Forward
- Console Test
- Control of Trunk Group Access
- Delayed Operation
- Display of Queued Calls by ICI Key
- Flexible Console Alerting
- Locked-Loop Operation
- Lockout
- Multiple Listed Directory Numbers
- Position Busy
- Priority Console Alerting
- Recorded Announcement
- Secrecy
- Serial Call
- Speed Call
- Transfer
- Two-Way Split
- Wildcard Key

(N)

(continued)



## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B3 TERMS AND CONDITIONS

C1 Terms

- D1 Versaline Service is provided for a minimum of one month, beginning on the service installation date. Month-to-month rates are subject to changes per approval of the appropriate regulatory agency.
- D2 Versaline Service is also offered on a contractual basis, commencing on the date that service is installed, for fixed terms of twelve months (one year), twenty-four months (two years), or thirty-six months (three years). For the contract period, Versaline rates offered by the Company will not change. Versaline customers who subscribe to fixed term contracts will receive reduced pricing to the Versaline Station Line month-to-month rate as stated in this tariff.
- D3 A Versaline customer is required to retain as a minimum, the initial number of lines under their original contract. Subsequent Versaline Station Line additions will be rated at the existing contract rates as an addendum to the existing contract for the remainder of the initial term.
- D4 In the event that Versaline service is terminated by the customer prior to completion of the initial contract period, a termination charge will apply. The termination charge will be an amount representing the difference between (1) the charges billed for services provided pursuant to the contract, and (2) the charges applicable under the Company's month-to-month Versaline rates, for a period representing the greater of 50% of the term of the contract or the actual number of months in which service was provided pursuant to the Contract. The termination charge is payable immediately upon termination of a contract.
- D5 When the contract term expires, a Versaline Customer may select a new contract period or continue with month-to-month service at rates offered in the tariff in effect at that time.

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B4 DEFINITIONS

C1 Versaline Station Line Service - Includes the following:

- System and station features
- Intercom (station to station) calling
- Loop facilities from the system dial switching equipment to the Network interface of the Versaline station line
- Local exchange network access calling

C2 System and Station FeaturesD1 System Features Definitions

**Automatic Identification of Outward Dialing (AIOD)** identifies all calls leaving the customer group by the station number from which calls are placed.

**Direct Inward Dialing (DID)** allows a station user to receive local or long distance calls from outside of the business group, without the aid of an attendant.

**Direct Outward Dialing (DOD)** allows a station user to place local or long distance calls outside of the business group, without the aid of an attendant.

**Equal Access** provides the ability to access an long distance carrier of choice.

**Intercept Announcements - Common** alerts callers when stations are disconnected with a standard office intercept announcement.

**Intercom Dialing (Station to Station)** allows abbreviated (4 digits) dialing between Versaline stations.

**Local Exchange Calling** provides a station user exchange network calling to and from a Versaline station.

**Off Premises Stations** allows for stations served from the same central office to be located in a building(s) other than the one housing primary Versaline.

**911 Emergency Service** allows a station to report an emergency by dialing 911.

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B4 DEFINITIONS (Continued)

C2 System and Station Features (Continued)D2 Station Features Definitions

**Blind Transfer Recall** allows a set user to transfer a call to another party without waiting for that party to answer. If the party does not answer the transferred call within a specific time-out period, the set from which the call was transferred is recalled.

**Call Forward Busy** allows incoming calls to a busy line to be automatically routed to a preselected Versaline line. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

**Call Forward Fixed** provides an automatic connection between a calling station going off hook and a predetermined terminating number.

**Call Forward No Answer** allows an incoming call to be forwarded to a predetermined number within the customer group if the called station does not answer within a designated number of ringing cycles.

**Call Forward Busy/No Answer Split** is a single feature that allows the customer to specify the destination of a forwarded call.

**Call Forward Remote Activation** allows a station to activate and deactivate Call Forward from his station. Activation\ deactivation can be performed from another phone served by their own central office, or from another central office.

**Call Forward Variable** allows a station user to redirect all incoming calls for that line to another directory number. The number that calls are forwarded to is restricted by the line's class-of-service. Activation\deactivation and the forward-to destination are controlled by the station user.

**Call Forward No Answer (30 seconds)** allows incoming calls to a Versaline line to be automatically routed to a preselected Versaline line when a called station is not answered after a preset number of rings. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

**Call Forward No Answer Variable Timer** allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group

**Call Forward of A Call Waiting Call** allows a station user to have calls that are enqueued against their busy station for a set period of time to automatically be forwarded to a pre-determined station.

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B4 DEFINITIONS (Continued)

C2 System and Station Features (Continued)D2 Station Features Definitions (Continued)

**Call Hold** allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call.

**Call Park** allows a station user to park a call against its own directory number (DN). The parked call can be retrieved from any station by dialing a feature-access code and the DN against which the call is parked.

**Call Park Directed** allows a station user to park calls against another DN within the customer group by flashing the hook switch and dialing the Call Park Directed access code. The parked call can be retrieved from any station by dialing the retrieval access code and the parked DN.

**Call Park Multiple** allows a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer group.

**Call Pick-Up** allows a station to answer incoming calls to another station within a defined call pickup group by completing a pickup dial code. This feature is provided on individual stations within a customer group.

**Directed Call Pick-Up** allows a Versaline line user to answer calls directed to a specific Versaline line from any other Versaline line in the customer group by dialing a feature code and the number of the ringing station.

**Call Pick-Up Directed Any Station** is a terminating line option which allows any station in the business group to answer/pick-up on the incoming calls terminating at the station assigned with the feature.

**Call Pick-Up Directed Barge-In** allows a station user to answer a call that is ringing on any other line within the same customer group. To answer the station user dials the access code, receives a special dial tone, and then dials the extension number of the station to be picked-up or barged into.

**Call Pick-Up Directed Exempt** allows a station user to answer a call that is ringing on any other line within the same customer group. Once the call is picked-up this feature will not allow the call to be barged into.

**Call Transfer** allows a station user to transfer calls to another station either within or outside the business group by flashing the switchhook and dialing the transfer-to number.

(continued)

(N)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B4 DEFINITIONS (Continued)

C2 System and Station Features (Continued)D2 Station Features Definitions (Continued)

**Call Waiting All Calls** allows an incoming call encountering a busy station to receive audible ringing, while the busy station receives a call waiting tone. The station user may put the existing caller on hold and acknowledge the incoming caller, then alternate between the calls, or abandon one of the calls.

**Call Waiting (customer specific)** informs a busy Main Station Line, when the Main Station Line is so equipped, that an incoming call is waiting (burst of tone), and permits holding the connection while answering the new call and return to the original connection. This can be on all calls or inter-business group calls only.

**Call Waiting Cancel** permits a station user to prevent interruption, either from inside or outside the customer group, by suspending the Call Waiting feature for the duration of any telephone call.

**Call Waiting Dial** allows a station user to selectively (by a dial code) impose Call Waiting on a called station when the called station is busy.

**Call Waiting Inhibit** prevents a calling line with Call Waiting Originating or Call Waiting Dial from imposing Call Waiting on the line.

**Call Waiting Originating** allows a station user to impose Call Waiting tones on a called station within the customer group.

**Consultation Hold** permits the transferring party to talk privately with the destination before transferring the call.

**Data - Call Protection** allows the assignment to individual lines within the customer group of No Double-Connect. This option does not allow the connection of test or busy-verification circuits to the line while the line is busy. This option protects data calls from interruption.

**Direct Line - Hot Line** allows a station user to automatically place a call to a pre-selected DN by lifting the receiver.

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B4 DEFINITIONS (Continued)

C2 System and Station Features (Continued)D2 Station Features Definitions (Continued)

**Direct Line - Manual Line** - automatically places a call to an operator when the station user goes off hook.

**Direct Line - Warm Line** is a time delayed automatic line. If a station user commences dialing within the time delayed period, the call will proceed normally. If dialing commences before the end of the time delay period, the call is treated as a Hot Line.

**Distinctive Call Waiting Tones** permits station user to determine whether an incoming Call Waiting call is internal or external to the customer group by providing different tone cadences for the two situations.

**Distinctive Ringing** provides a different and distinct ringing cadence for intragroup and DID calls allowing the station user to identify the type of call.

**Do Not Disturb** allows station users to prevent incoming calls from ringing their station. Calls can be diverted to an attendant, another station, a busy tone or a recorded announcement.

**Executive Busy Override** allows a single-line set user to gain access to a busy station by flashing the switchhook (during busy tone), and dialing a feature code.

**Executive Busy Override Exempt** will not allow Executive Busy Override to be activated against the line by a station user within the customer group.

**Hunting (customer specific)** is a call completion feature that increases the likelihood of an incoming call being completed within a customer-defined group of lines. Three types of hunting are available.

**Directory Number Hunting (DNH)** - may be either circular or sequential.

- Circular hunting hunts all lines in the group regardless of the starting point.
- Sequential hunting starts at the number dialed and ends with the last number in the group.

**Multi-Line Hunting** - Only the pilot number of the hunt group may be dialed to access the hunt group. Hunting proceeds from the pilot number to the last number in the group.

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B4 DEFINITIONS (Continued)

C2 System and Station Features (Continued)D2 Station Features Definitions (Continued)

**Distributed Line Hunting (DLH)** - Only the pilot number of the hunt group may be dialed to access the group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached. DLH provides an equal distribution of calls within the hunt group. DLH is used in conjunction with the uniform call distribution feature.

**Last Number Redial** allows a station user to redial the last number dialed by utilizing an access code rather than dialing the entire number.

**Line Restriction Fully** permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It also prevents the customer from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the customer group.

**Line Restriction Semi** permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It may, however, make and/or receive calls via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

**Line Restriction Toll** permits the customer to block certain stations from the completion of calls that are directed to an outside operator or to numbers outside the local calling area. The Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

**Line Restriction Code** allows the customer to restrict the completion of calls that are directed to specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

**Line Restriction Multi-Level** allows the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NXX) or a six-digit area code (NPA) and (NXX) basis.

**Make Busy** allows a station user to temporarily make a particular station appear busy to incoming callers. Make Busy causes the hunt feature to skip over a station during the search for an idle station. Make Busy can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B4 DEFINITIONS (Continued)

C2 System and Station Features (Continued)D2 Station Features Definitions (Continued)

**Ring Again** allows a station user when encountering a busy station within the customer group to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.

**Speed Calling Short List** provides a Versaline line user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user.

**Speed Calling Long List** provides a station user with abbreviated dialing. The individual long list provides two digit codes and is dedicated to one station user.

**Speed Calling Group List** allows two or more station users within a customer group to have access to the same Speed Calling list. The list can be from 10 up to 69 numbers and can only be updated from a specified line, called the controller.

**Stop Hunt** allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will stop the search for an idle line at that station. Stop Hunt can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

**Touch Tone** equips all station lines for touch call dialing.

**Three Way Calling** permits a station user using the consultation hold feature to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

(N)

(continued)



## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B4 DEFINITIONS (Continued)

D3 Optional Add-On Features

**Authorization Codes (AC)** allows the customer to define a set or sets of dialing privileges and associated dialing codes for each set or sets. AC permits certain dialing privileges to authorized personnel.

**Automatic Call Distribution (ACD)** provides advanced call distribution and queuing capabilities as an integrated function of Versaline Service.

**Automatic Route Selection (ARS)** allows an outgoing call to be completed automatically by the most cost effective route available. The caller is alerted by a tone if the outgoing call is accessing an expensive call route for completion.

**Conference Calling - Six Port** allows station users to establish a conference call consisting of more than three conferees without the assistance of the attendant. The conferees can include lines in the same customer group, lines belonging to another customer group, and stations reached through trunks.

**Custom Intercept Announcements** - allows a custom announcement to be provided to a business group. These announcements are applicable on originating calls that violate restrictions or the dialing plan and terminating calls to nonworking directory numbers assigned to the business group.

**Customer Data Changes (CDC)** - provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

**Delay Announcements for Queued Calls** informs a caller that their call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

**Meet-Me-Conference (Up to 30 ports)** allows conferees to hold a conference on a thirty-party conference bridge by dialing a directory number at a specified time.

**Multiple Appearance Directory Numbers (MADNs)** is a software number that has no real switch hardware attached, but is given all the database characteristics associated with a normal line. MADNs can be configured in either a single-call-arrangement (SCA) or a multiple-call-arrangement (MCA). The SCA allows only one set to be active on the MADNs at any given time. The MCA allows more than one set in the MADNs group to be simultaneously active. MCA is available only within a Versaline customer group.

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B4 DEFINITIONS (Continued)

D3 Optional Add-On Features (Continued)

**Music On Hold** allows a customer group to have music and/or an announcement applied to a calling line while on hold.

**Paging Access** provides a central office interface to customer provided paging equipment such as loudspeaker, code, and radio.

**Queuing for Multiline Hunt Groups** allows calls to hunt groups with all lines busy to be queued with an announcement or music.

**Special Service Facilities Access** allows station users to gain access to the following by dialing an access code:

- **Foreign Exchange (FX) Facilities Access** provides access to and from an InterLATA or IntraLATA Foreign Exchange circuit or Foreign Central Office Circuit.
- **OutWATS Access** provides the customer access to an interexchange carrier for bulk toll calling.
- **Private Line Facilities Access** provides the customer access to a Private Line or Dedicated Circuit.
- **Tie Facility Access** provides the customer access to and from an InterLATA or IntraLATA tie facility.
- **800 Service Access** permits 800 Service Access to terminate in the Versaline Service System.

**Station Message Detail Recording (SMDR)** provides a detailed customer report of calling activity of chargeable and non-chargeable calls for each customer group.

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B4 DEFINITIONS (Continued)

D4 Attendant Feature Package

These features will be provided where facilities are available.

**Access to Paging** - allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

**Autodial** - permits an attendant to dial frequently called numbers by pressing a feature key, which is programmed with a particular number.

**Automatic Recall** - allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

**Busy Verification** - feature allows an attendant to determine whether stations or trunks are busy or idle.

**Call Hold** - allows an attendant to hold a call manually on the loop by pressing a key.

**Call Park** - allows the attendant to park calls against any directory number in the customer group.

**Call Selection** - enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

**Camp-On** - allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

**Code Calling Line Termination** - Allows the attendant to access customer provided code-call equipment using an access code and a called party code.

**Conference** - allows the attendant to establish a conference with up to 30 conferees.

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B4 DEFINITIONS (Continued)

D4 Attendant Feature Package (Continued)

**Console Activation of Call Forward** - allows attendants to activate, deactivate, and program Call Forwarding for stations.

**Console Test** - allows attendant to test the functional operations of a console.

**Control of Trunk Group Access** - allows the attendant to control the access to all stations and incoming trunks to various trunk groups by operating corresponding keys.

**Delayed Operation** - allows the attendant to place a call for a calling station while the calling station waits on hook.

**Display of Queued Calls by ICI Key** - provides console operators with a visual indication of the number of calls queued to be answered.

**Flexible Console Alerting** - allows an attendant to be alerted to a call requiring attention.

**Interposition Calls** - allows an attendant to call, speak to, and transfer a call to another attendant.

**Locked-Loop Operation** - allows an attendant to hold a call on loop. Attendant Locked-Loop Operation consists of two hold types, automatic and manual. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

**Lockout** - prevents the attendant from reentering a call on a held loop unless recalled by a station user or by Automatic Recall.

**Multiple Listed Directory Numbers** - allows each directory number to be assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

**Position Busy** - allows the attendant to make the console unavailable to additional queued calls.

**Priority Console Alerting** - allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service.

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B4 DEFINITIONS (Continued)

D4 Attendant Feature Package (Continued)

**Recorded Announcement** - feature permits the routing of either originated or extended attendant calls to an optional announcement.

**Secrecy** - allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

**Serial Call** - allows an attendant to extend a call to more than one station.

**Speed Call** - allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short List, one Long List, and can be a user of a Long List.

**Transfer** - allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

**Two-Way Split** - allows the attendant to talk privately to either the calling party or the called party.

**Wildcard Key** - allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

## B5 RATES AND CHARGES

## C1 Recurring Charges

D1 Versaline Station Line Service

The following monthly rates and charges are in addition to the non-recurring rates and charges as referenced in this tariff.

<u>Period</u>	<u>Monthly Recurring Charge</u>
Month to Month	\$45.00
12 Month Contract	\$44.00
24 Month Contract	\$43.00
36 Month Contract	\$42.00

(N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued)

(N)

B5 RATES AND CHARGES (Continued)

C1 Recurring Charges (Continued)

D2 Monthly Credits

Monthly Credit will be applied to the monthly rate for Versaline Customers who purchase Frontier Long Distance Service and/or Frontier Business DSL or Dedicated Internet Service.

- E1 A \$1.00 per month credit will be applied to each Versaline, if the customer selects Frontier Long Distance as their Interlata and Intralata preferred interexchange carrier (PIC).
- E2 A \$1.00 per month Credit will be applied to each Versaline if the customer subscribes to Frontier Business DSL or Dedicated Internet Service.
- E3 A \$2.00 per month credit will be applied to each Versaline if the customer subscribes to both, Frontier Long Distance and Frontier Business DSL or Dedicated Internet Service (1. and 2. preceding).

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B5 RATES AND CHARGES (Continued)

## C1 Recurring Charges (Continued)

D3 Optional Add on Features

<u>Optional Add-On Features</u> <sup>a</sup>	<u>MRC</u> #	<u>NRC</u> *
Authorization Codes (AC), per group 100	\$ 0.30	\$ 3.00
Automatic Call Distribution (ACD) <sup>1</sup>	ICB	ICB
Automatic Route Selection(ARS) <sup>1</sup>	ICB	ICB
Conference Calling (Six Port)	40.00	100.00
Custom Intercept Announcements, Each	40.00	50.00
Customer Data Changes (CDC) <sup>1</sup>	ICB	ICB
Delay Announcements for Queued Calls, per announcement	40.00	50.00
Meet-Me-Conference (Up to 30 ports)	450.00	100.00
Multiple Appearance Directory Numbers (MADNs)		
Single-Call-Arrangement (SCA) Each	6.00	-
Multiple-Call-Arrangement (MCA) Each <sup>2</sup>	6.00	-
Music on Hold <sup>3</sup>	25.00	4.00

Notes:

- a Optional features are available only where facilities and conditions permit.  
 # Monthly Recurring Charge - MRC  
 \* Non-recurring Charge - NRC  
<sup>1</sup> Offered on an Individual Case Basis (ICB) arrangement.  
<sup>2</sup> Available only within a Versaline customer group.  
<sup>3</sup> Does not include music source.

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B5 RATES AND CHARGES (Continued)

## C1 Recurring Charges (Continued)

D3 Optional Add on Features (Continued)

<u>Optional Add-On Features</u> <sup>a</sup>	<u>MRC</u> #	<u>NRC</u> *
Paging Access		
Loudspeaker Access	\$40.00	\$25.00
Code Access	40.00	25.00
Radio Access	40.00	25.00
Queuing for Multiline Hunt Groups	2.50	
Special Service Facilities Access <sup>1</sup>		
FX Facilities Access	Note 1	Note 1
OutWATS Access	Note 1	Note 1
Private Line Facilities Access	Note 1	Note 1
Tie Facility Access	Note 1	Note 1
800 Service Access	Note 1	Note 1
Station Message Detail Recording (SMDR) <sup>2</sup>	Note 1	Note 1

Notes:

- a Optional features are available only where facilities and conditions permit.  
 # Monthly Recurring Charge - MRC  
 \* Non-recurring Charge - NRC  
<sup>1</sup> Refer to other company Tariffs for mileage and termination charges  
<sup>2</sup> Offered on an Individual Case Basis (ICB) arrangement.

(N)

(continued)

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Decision No. \_\_\_\_\_

Vice President  
Government and Regulatory Affairs

Effective: March 1, 2012



## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B5 RATES AND CHARGES (Continued)

## C1 Recurring Charges (Continued)

D4 Attendant Feature Package

<u>Attendant Feature Package</u>	<u>MRC</u>
Attendant Feature Package <sup>1</sup> Per attendant	\$65.00
See this tariff for package features	ICB

D5 PBX and Systems\*

System and Station Versaline Service features may be extended to PBX and Key System customers at the applicable Automatic Access Line or Business Line rates as specified in Section S3 and the following:

<u>Attendant Feature Package</u>	<u>MRC</u>
Versaline PBX Add-On Rate - Per Trunk	\$7.95
Versaline Business Line Add-On Rate - Per Line	\$7.95

Notes:

\* Rates are subject to volume discounts.

<sup>1</sup> Available where facilities and conditions permit.

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

(N)

## B5 RATES AND CHARGES (Continued)

## C2 Database Modifications

	Nonrecurring Charge
Additions, changes, or deletions	\$50.00
per hour, or fraction thereof	

## B6 TELEPHONE NUMBERS AND FACILITIES RESERVED FOR FUTURE USE

## C1 General

- D1 A customer may reserve pre-assigned telephone numbers and facilities necessary to meet their specified growth requirements at specific locations, on a mutually agreeable date. In the event the customer elects not to be provided with reserved telephone numbers, timely main station additions cannot be assured and facilities necessary for growth requirements will be provided only within normal engineering and construction intervals.
- D2 Telephone numbers reserved for future use services include pre-assigned telephone numbers and the facilities required. Such telephone numbers and facilities will be removed from reserved status and assigned as active main station lines as required by the customer.
- D3 The assignment of telephone numbers and the sequence of numbers assigned to a Versaline system is made at the discretion of the Company.
- D4 The service is furnished subject to the availability of facilities and telephone numbers.
- D5 Calls to reserved (unassigned) telephone numbers will be routed to intercept over Versaline common recorded announcement facilities as specified in this tariff.
- D6 Telephone numbers furnished herein retain their reserve status until assigned to a main station at which time the service assumes rates and charges applicable to a Versaline main station.
- D7 Reserved numbers not assigned to a main station as agreed in this tariff will be billed at the following rates until removed from reserved status or billed as an active Versaline main station.

(N)

(continued)

## SCHEDULE NO. A-10

## DIGITAL CENTREX SERVICE (continued)

## A16 VERSALINE CENTREX SERVICE (Continued)

## B6 TELEPHONE NUMBERS AND FACILITIES RESERVED FOR FUTURE USE (Continued)

## C2 Rates and Charges

## D1 Reserved Versaline Telephone Numbers

<u>Reserved Numbers</u>	<u>MRC #</u>
Month-to-Month	\$15.24
12 Month Contract	14.34
24 Month Contract	13.86
36 Month Contract	13.41

(N)

(N)